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BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Order Instituting Rulemaking to Add
Speech Generating Devices to the Deaf and
Disabled Telecommunications Program.

Rulemaking 13-03-008
(March 21, 2013)

**ADMINISTRATIVE LAW JUDGE RULING ENTERING DOCUMENTS INTO
THE EVIDENTIARY RECORD AND SEEKING COMMENTS**

This ruling enters into the evidentiary record the attached documents, which are identified and described below, and establishes dates for comments by parties on the attached report by the Commission's Staff and attached application and forms related to the Speech Generating Device application process established by the Commission. Opening Comments are due on or before September 7, 2016 and Reply Comments are due on or before September 21, 2016.

Attached Documents – Entered into Evidentiary Record

1. PowerPoint by California Foundation for Independent Living Centers – the PowerPoint is an overview of the Speech Generating Device or SGD Tablet Pilot. The PowerPoint is dated January 27, 2016.
2. Criteria for Success: criteria for determining success of the 2016 Speech Generating Device Tablet Pilot. This attachment is an excerpt from Commission's contract with California Foundation for Independent Living Centers.
3. Recent update by the Commission's Staff of the status of the 2016 Speech Generating Device Tablet Pilot. This update was prepared at the request of the Administrative Law Judge at the June 20, 2016 Status Conference.
4. Report by the Commission's Staff on the Deaf & Disabled Telecommunications Program (DDTP) Speech Generating

Device Funding and Distribution and 2016 Speech Generating Device Tablet Pilot- June 2014 through December 2015.

5. Scope of work for the California Foundation for Independent Living Centers. The attached is an excerpt from Commission's contract with California Foundation for Independent Living Centers.
6. Current SGD Application and Forms - Commission document used to process applicant requests for SGD funding from the DDTP.

All these documents are attached to this ruling and entered into the evidentiary record of this proceeding.

IT IS RULED that: Parties may file comments on or before September 7, 2016 and reply comments on or before September 21, 2016 on the attached Staff Report, *Deaf & Disabled Telecommunications Program (DDTP) Speech Generating Device Distribution and the 2016 Speech Generation Device Tablet Pilot Applications - June 2014 through December 2015*, including any issues raised at the June 20, 2016 Status Conference, such as Medicare and the terminally ill, and the attached Speech Generating Device Application and Forms.

Dated August 16, 2016, at San Francisco, California.

/s/ REGINA M. DEANGELIS

Regina M. DeAngelis
Administrative Law Judge

Attachment 1

SGD Pilot Project

Presented by
Kim Cantrell
Director of Programs
California Foundation for Independent Living Centers
(CFILC)



Overview

- Project Length and goals
- Equipment & Apps
- Project Phases
 - Startup (Months 1-3)
 - Implementation (Months 3-14)
 - Evaluation (Months 15-18)
- Final Report



Project Length & Goals

- 18 month project from startup to completed evaluation.
- Project designed one year ago.
- Project Goals:
 - To determine the need for tablet communication device funding in California.
 - To determine whether the distribution process used is an effective mechanism on an ongoing basis.



Equipment

- iPads Air
- Cases for all iPads (TBD)
- At least two sets of chosen accessories for each center. One for demo and one for short-term loan. (TBD)

Apps

- 5 apps to be loaded on demo and short-term loan devices.
- One app to be loaded on device available for long-term loan.

Startup Phase

- Work with CPUC and established Advisory Work Group to determine which iPads apps to include (5 apps).
- Contract with up to 14 partner centers
 - Device Lending Libraries
 - AT Centers with expertise
- Use a third-party evaluator.



Startup Phase

- Purchase iPads for demo and short-term loan.
 - 3 demo devices per center
 - 5 devices for short-term loan per center
- Evaluator designs pre-and post-surveys for all iPad services.

Startup Phase

- Training provided to all partner center staff:
 - Chosen apps
 - Inventory
 - Reporting systems
- Create marketing materials and get the word out! (last step)
 - Brochure
 - Webpage
 - Announcements throughout California

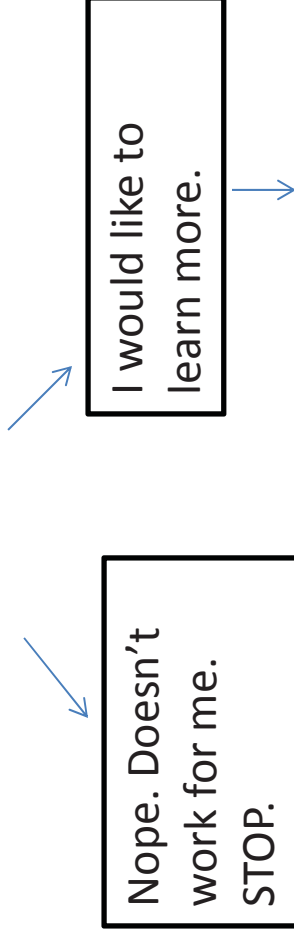


Implementation Phase

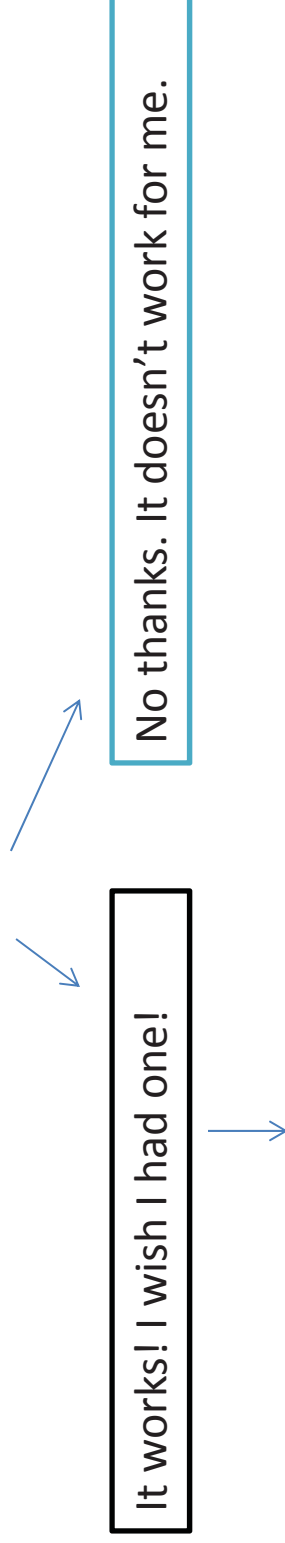
- Partner centers begin providing iPad demos, short-term loans and long-term loans
- Data collected throughout each stage:
 - Demonstration
 - Short-term loan
 - Long-term loan

The individual experience:

Step 1: Demonstration of iPad and 5 apps



Step 2: Short-term loan: Try out 5 apps for 30 days



Step 3: Apply for a long-term loan with my one chosen app.

Long-term Loans

- Up to 200 iPads for long-term loan will be purchased and distributed.
 - Implementation portion of the project completed when 200 iPads have been successfully distributed or at the end of month 14, whichever comes first.

Evaluation Phase

- Third-party evaluator completes surveys/interviews with long-term loans recipients.
- Evaluator provides final evaluation report to the CPUC based on project goals.



Questions?



Thank you!



SGD Pilot Advisory Committee

(END OF ATTACHMENT 1)



Criteria for Determining Success of Speech Generating Device (SGD) Tablet Pilot**Tablet Pilot Goals:**

1. To determine the need for tablet communication device funding in California.
2. To determine whether the distribution process used is an effective mechanism on an ongoing basis.

Source: PowerPoint Presentation Slides from January 22, 2016 Tablet Pilot Workshop

Methodology to Ascertain Achievement of Goals:

- The Communications Division and the California Foundation for Independent Living Centers (CFILC) will work together to develop pre and post participant surveys. These surveys will measure participant interest in iPad communication applications (apps) before and after demonstrations, short-term loans and long-term loans. The California Public Utilities Commission will select a third-party evaluator to administer the surveys and work with the entity to develop the survey content.
- Surveys will be administered at each stage of the Pilot: demonstration, short-term loan and long-term loan.
- The pre-participation survey questions will identify (and are not limited to):
 - Demographic information (including primary language);
 - Experience with primary funding sources (e.g., health insurance, education, Dept. of Rehabilitation)
 - SGD Tablet Pilot referral sources/how did you learn about the Pilot;
 - Reason for program participation;
 - Whether the participant has used communication devices in the past, and if so, the type of communication device.

Post-participation surveys will be administered after each stage of participation. The post-participation survey questions will identify (and are not limited to):

- Satisfaction with the SGD Tablet Pilot services, including Partner Centers and other staff knowledge and availability;
- Whether the participant finds the communication apps appropriate for participant's needs;
- Demonstration post-participation question: whether the participant identified an app that the participant would like to explore further in a short-term loan and if not, why not;
- Short-term loan post-participation question: whether the participant identified an app that would benefit the participant's communication and if not, why not.
- Long-term loan post-participation survey evaluations: at two time intervals--(1) post-survey one month after receipt of long-term loan; (2) post-survey six months after receipt of long-term loan. Questions will include whether participants plan to continue to use the iPad and app as a communication device; including for access and use of the telephone networks; how often; in what settings.
- CFILC or the third party evaluator will conduct a survey to obtain feedback from the Partner Centers, Assistive Technology (AT) practitioners and family members of SGD Tablet user, in addition, to users themselves.

Source: CFILC Contract, Scope of Work Section, Pages 4 to 6

Summary of Tablet Pilot Status as of June 20, 2016

The California Public Utilities Commission (CPUC) selected the California Foundation for Independent Living Centers (CFILC) to administer the Tablet Pilot. The Deaf and Disabled Telecommunications Program (DDTP)'s California Telephone Access Program (CTAP) works with the disability community, provides devices on a loan basis, and has service centers throughout California. The existing CTAP equipment inventory, however, does not include augmentative and alternative communication (AAC) devices such as the Tablets which are necessary for this Pilot. Accordingly, CTAP service center representatives have no experience working with individuals requiring an AAC device (e.g., a Speech Generating Device, or SGD). Conversely, CFILC has 14 statewide device lending libraries that currently do loan out AAC devices, and thus its staff has direct experience working with individuals who have speech and language impairments. Using CFILC to implement the Tablet Pilot would allow the CPUC to leverage CFILC's network and experience serving the SGD community.

On November 20, 2015, the CPUC received approval from the California Department of Technology for a contract with the CFILC to administer the Tablet Pilot. Per the scope of work in CFILC's contract, the Tablet Pilot is to be deployed in four phases, with the first phase consisting of identifying the communication apps that will be loaded onto the Tablet Pilot iPads, contracting with partner centers that will provide iPads for demonstration as well as short and long-term loans, and contracting with a third-party evaluator to assess the results of the Tablet Pilot.

After getting approval, the CPUC worked with CFILC to begin the first phase. Progress on Phase One thus far included holding a January 22, 2016 Tablet Pilot workshop in Sacramento, which included among other discussion topics, a presentation on how the Tablet Pilot will be executed. One outcome of the workshop was that a group comprised of SLPs and AT Professionals reached consensus on using five communication apps to be loaded onto the Tablet Pilot iPads. Also during Phase One, the CPUC conducted interviews of potential candidates for a third-party evaluator. The remaining phases will include, but are not limited to, acquisition of the iPads, survey design, publicizing the Tablet Pilot, and evaluation.

Attachment 4

**California Public Utilities Commission
Communications Division**

Deaf and Disabled Telecommunications Program
Report on Speech Generating Devices Distribution
June 2014 through December 2015

Order Instituting Rulemaking 13-03-008
To Add Speech Generating Devices to the
Deaf and Disabled Telecommunications Program
Implementing Assembly Bill 136

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Executive Summary

Through year end 2015, the Communications Division (CD) has received 141 Deaf and Disabled Telecommunications Program (DDTP) Speech Generating Device (SGD) applications, and reviewed and approved for funding 129 SGD applications, with total expenditures at \$971,729.19. An additional 12 applications received were categorized as either one of the following: withdrawn/cancelled; duplicate; request was for a vendor not currently under contract with the California Public Utilities Commission (CPUC); or the application was currently under review. The funding requested in the individual SGD applications received as of December 31, 2015 ranged from approximately \$1,000 to over \$20,000. The funding requests included both partial funding, where another funding source (e.g., the applicant's public or private insurance) paid a portion of the SGD, to 100% funding, where the DDTP assumed the entire cost of the SGD. Applicants continued to be geographically dispersed, have a range of underlying medical conditions or diagnoses requiring an SGD, and ranged from under 10 years old to over 80 years old.

Processing time for an application ranged from less than 10 days to 90 days. It takes 32 days from when the SGD application package arrives at the Commission to when the CPUC issues an SGD funding approval letter to the applicant. Processing included several applications taking in excess of 90 days to process and were in excess of the above statistics.

CD is also planning on implementing an SGD Tablet Pilot in 2016 to, among other goals, determine the funding needs of Californians seeking tablets that function as SGDs. Staff has been working with the California Foundation of Independent Living Centers (CFILC) to determine the details of the Tablet Pilot design. The Tablet Pilot duration is expected to last up to 18 months, with up to 14 months of equipment distribution and 4 months of evaluation. The aforementioned timeline and scope of work will be detailed in a contract with CFILC to carry-out the Tablet Pilot.

CD continues to encounter a number of challenges with DDTP SGD distribution and funding. Some of the challenges described in the previous report are ongoing while others are new. Procurement, Barriers to Participation, and Provider of Last Resort are continuing issues while new challenges have emerged with Program Administration and Changes in Industry and Insurance Reimbursement Policy. Potential Cost Containment does not appear to be an issue at this time, but that may change if SGD funding and distribution rules are required to be modified.

Some challenges of note are changes in industry and insurance reimbursement policies, including changes to Medicare and Kaiser capped rental programs, the Steve Gleason Act of 2015, and a rulemaking by the Centers for Medicare and Medicaid Services (CMS) rulemaking. Medicare and Kaiser capped rental affects the procurement process and how vendors are paid. The Steve Gleason Act of 2015 and CMS' final decision on its rulemaking redefines what constitutes a covered SGD.

Regarding the Gleason Act, details can be found at: <https://www.congress.gov/bill/114th-congress/senate-bill/768>. In short, the bill:

- amends title XVIII (Medicare) of the Social Security Act to cover as durable medical equipment any eye tracking and gaze interaction accessories for speech generating devices furnished to individuals with a demonstrated medical need for them; and
- requires that payment for speech generating devices or accessories shall be made on a rental basis, or in a lump-sum amount for the purchase of the item, without a cap on the amount.

The Gleason Act may result in reducing SGD funding levels due to increased Medicare coverage. Currently, if Medicare denies coverage for eye tracking equipment and gaze interaction accessories, an applicant can request SGD funding from the DDTP to cover those costs. However, if Medicare decides to cover the eye tracking equipment and gaze interaction accessories, some degree of the financial burden will be lifted from the DDTP.

In terms of the Centers for Medicare and Medicaid Services rulemaking, a Final Decision memorandum related to coverage of speech generating devices was posted on July 29, 2015. The Final Decision revised the National Coverage Determination for SGDs. Under the new National Coverage Determination, the definition of DME is broadened in that devices which generate speech will still be considered DME even though they can perform other functions, so long as they are used solely by the patient with the severe speech impairment and are used primarily for the generation of speech. In addition, the DME benefit is expanded to include devices with the capability to generate other forms of speech such as phone, email, and text messages. More information on what is covered can be found at: <http://www.cms.gov/medicare-coverage-database/details/medicare-coverage-document-details.aspx?MCDId=26&mcdtypename=National+Benefit+Category+Analyses&MCDIndexType=3&bc=AgAEAAAAAAAAAAAA%3d%3d&>.

Another noteworthy challenge includes the lack of awareness among the SGD community and industry that the CPUC is a provider of last resort for DDTP SGD funding and distribution. This remains a barrier to participation. However, CD has taken steps to address the issue such as delivering a webinar on the DDTP's SGD funding process and attending conferences. On April 21, 2015, CD staff gave a PowerPoint presentation via a webinar hosted by CFILC and CD is scheduled to make a presentation on the DDTP's SGD funding process at the 2016 California Speech-Language-Hearing Association (CSHA) Annual Convention and Exhibition.

Finally, the last notable issue is cost containment, which does not appear to be an issue at this time. Applications have been arriving at a steady rate and the funding sought thus far is well within the initial expense projections.

Background and Introduction

The initial report was in response to Decision (D.) 13-12-054 which directed the Communications Division (CD) to provide a brief report by July 31, 2014 on the first six months of SGD distribution addressing, among other matters, the adequacy of current SGD funding levels and the impact on available DDTP funds. The issues to be addressed included:

- 1) how much money was spent during the first six months of the SGD distribution program and the Supplemental Telecommunications Equipment program;
- 2) whether an adjustment to the current DDTP surcharge is necessary;
- 3) should there be a cap on the amount spent on DME SGDs and Supplemental Telecommunications Equipment (by each piece of equipment and by user); and
- 4) if a cap should be in place, what should that amount be.

The CPUC established, and the Legislature codified, the Deaf and Disabled Telecommunications Program (DDTP) to provide assistive telecommunications equipment and services to individuals who are certified as having a hearing, speech, mobility, vision, or cognitive disability.¹ DDTP has three components: the California Relay Service (CRS), which includes Speech-to-Speech Relay, the California Telephone Access Program (CTAP) which provides assistive telecommunications equipment, and funding for Speech Generating Devices (SGDs). The DDTP is funded via an end-user surcharge assessed against charges for all intrastate telecommunications services.

On October 2, 2011, Governor Edmund G. Brown, Jr. signed into law Assembly Bill (AB) 136 (Beall, Statutes 2011, Chapter 404, effective January 1, 2012). This legislation amended Public Utilities Code Section 2881, as it relates to telecommunications devices, expanding the DDTP to include Speech Generating Devices (SGD), and requiring the CPUC to adopt rules to implement SGD distribution by January 1, 2014. Section 2881(e)(1) states that, “it is the intent

¹ See Public Utilities (PU) Code sections 2881 *et. seq.*

of the Legislature that the commission be the provider of last resort [of SGDs] and that eligible subscribers first obtain coverage from any available public or private insurance.” As amended, Public Utilities Code Section 2881 also allows Speech Language Pathologists (SLPs) to certify individuals as eligible to receive equipment from the DDTP.

As amended, the enabling statute directs the Commission to:

- 1) Provide a DDTP Annual Report to the Legislature by March 1 of each year including the SGD information identified in Items #2 and #3 below (P.U. Code Section 2881(k)).
- 2) Evaluate options for controlling the program costs of providing speech generating devices (P.U. Code 2881(l)).
- 3) Provide information on any barriers to participation in the program by eligible subscribers (P.U. Code 2881(l)).

Speech Generating Devices Distribution—June 07, 2014 through December 31, 2015

Speech Generating Devices Distribution Status

Since the July 2014 report, the CPUC has added five new manufacturers to the list of approved SGD providers. These additional vendors include Attainment Company, Inc., Forbes Rehab Services, Inc., LC Technologies, Inc., Lingraphicare America, Inc., and Talk To Me Technologies. Also, in May of 2014, Tobii Technology announced that it had reached an agreement to acquire Dynavox Systems, LLC. The two entities have since merged and are presently under contract with the CPUC to provide equipment under the name Tobii Dynavox, LLC.

Other changes have occurred in the industry, such as Medicare’s withdrawal of its capped rental policy, the passage of the Steve Gleason Act of 2015, and Centers for Medicare and Medicaid

Services rulemaking. Details regarding these industry changes are discussed in the Challenges section below.

Through year end 2015, CD has received 141 DDTP SGD applications, and reviewed and approved for funding 129 SGD applications, with total expenditures at \$971,729.19. An additional 12 applications received were categorized as either one of the following: withdrawn/cancelled; duplicate; request was for a vendor not currently under contract with the CPUC; or currently under review. The funding requested in the individual SGD applications received as of December 31, 2015 ranged from approximately \$1,000 to over \$20,000. The funding requests included both those for partial funding, where another funding source (e.g., the applicant's public or private insurance) paid a portion of the SGD, to those for 100% funding, where the DDTP assumed the entire cost of the SGD. Applicants continued to be geographically dispersed, having a range of underlying medical conditions or diagnoses requiring an SGD, and ages ranging from under 10 years old to over 80 years old.

From the time the CPUC received an SGD application, processing time ranged from less than 10 days to 90 days, with an average of 32 days. In other words, it takes on average 32 days from when the SGD application package arrives at the Commission to when the CPUC issues an SGD funding approval letter to the applicant. Processing included several applications taking in excess of 90 days to process, which were excluded from the above statistics. Also, CPUC issuance of a purchase order can take additional time.

The increase to a 32-day average turnaround time from the previous 28 days can be partly attributed to CD staffing challenges. For some months in 2015, positions assigned to SGD application processing were only partially filled or completely unfilled. These vacancies delayed the application review and approval cycle causing a backlog.

The foregoing is based on SGD distribution data up until December 31, 2015. CD will continue to monitor the application process and make changes in its administrative processes as required.

Speech Generating Devices and Deaf and Disabled Telecommunications Program Funding

Section 4.2.3 of D. 13-12-054 directed CD staff to address several questions concerning the adequacy of SGD funding levels and the impact on available DDTP funds. With an additional year and half of data and experience processing SGD applications, and predicated on the amount of SGD funding approved thus far, CD found no need to apply a funding cap on DME SGDs and Supplemental Telecommunications Equipment, nor to increase the DDTP surcharge.

Supplemental Telecommunications Equipment Trial

In page 37 of D. 13-12-054, the Commission found it appropriate to undertake a trial for distributing supplemental telecommunications equipment that would, as discussed earlier, expand options, or serve as a substitute for the SGDs contemplated by Section 2881(d). The purpose of this trial would be to provide alternative equipment for those speech-disabled persons who cannot or would rather not receive the services of an SLP, and/or would rather choose a telecommunications assistive device for themselves. This supplemental telecommunications equipment shall follow within the existing legislative framework for DDTP distribution of equipment, (i.e., requires certifying agent's signature).

As indicated in the 2014 report, CD was discussing with the California Department of Rehabilitation (DOR) the possibility of partnering to implement the SGD Trial. The thinking was to leverage the statewide Assistive Technology (AT) Network and the 32 independent living centers under the umbrella of DOR.

Discussions continued until CD learned that DOR would not have the staffing available to administer the Trial until fiscal year 2016-17. Consequently, at DOR's recommendation, CD pursued working with the California Foundation for Independent Living Centers (CFILC) to design and trial a Tablet Pilot.

The Deaf and Disabled Telecommunications Program (DDTP)'s California Telephone Access Program (CTAP) works with the disability community, provides devices on a loan basis, and has service centers throughout California. The existing CTAP equipment inventory, however, does not include augmentative and alternative communication (AAC) devices such as the Tablets which are necessary for this Pilot. Accordingly, CTAP service center representatives have no experience working with individuals requiring an AAC device (e.g., a Speech Generating Device, or SGD).

CFILC runs Ability Tools (formerly known as the AT Network), which is California's Assistive Technology Act Program. Ability Tools provides a number of services to California residents that have disabilities, including device lending libraries where a person with a disability can borrow, on a short or long-term loan, an assistive technology device and to ascertain if the equipment meets his/her communication needs. Since CFILC is under contract with DOR to implement California's Assistive Technology Act Program, CD would continue to be able to leverage the AT Network, including up to 14 statewide device lending libraries and tech centers that work closely with CFILC. The device lending libraries and tech centers would serve as venues where the Tablet Pilot would be administered.

Over the course of many months, CD worked with CFILC to flesh out the details of the Tablet Pilot design. Both CD and CFILC agreed that the Pilot would span a period of up to 18 months, which consists of a start-up, implementation, and evaluation phase. The plan is to have the start-up and implementation phases occur in the first 14 months and the evaluation phase occur in the final four. However, if the demand is high and 200 iPads, the maximum number that will be purchased for the Pilot, are distributed prior to 14 months, the Pilot may conclude sooner. CD discussed these specifics, among other scope of work elements, with CFILC in preparation for drafting a contract with CFILC to implement the Tablet Pilot. Ultimately, the goals of the Pilot are to determine the funding needs of Californians seeking tablets that function as SGDs, the efficacy of the Pilot's distribution process, and the feasibility of self-selection of an SGD tablet as opposed to recommended by an SLP.

Concurrent with work on the contract scope and terms for CFILC to administer the Tablet Pilot, CD held a public workshop on January 27, 2016 to solicit input on the Pilot. A number of participants with various backgrounds attended the workshop, including, but not limited to, SLPs and assistive technology (AT) professionals. The workshop began with a presentation that gave participants a glimpse of what the Pilot would look like, including the duration, goals, equipment to be distributed, etc. Additionally, the workshop provided an opportunity for a group consisting of SLPs and AT Professionals to meet, review, and reach consensus on five apps that will be loaded onto the tablets distributed as part of the Pilot. Finally, attendees weighed-in on ideas for improving the Tablet Pilot.

Challenges

CD continues to encounter a number of challenges with DDTP SGD distribution and funding.

Some of the challenges described in the previous report are ongoing while others are new.

Procurement, Barriers to Participation, and Provider of Last Resort are continuing issues while new challenges have emerged with *Program Administration and Changes in Industry and Insurance Reimbursement Policy*. Potential Cost Containment does not appear to be an issue at this time, but that may change if SGD funding and distribution rules need to be modified. The aforementioned challenges are described in detail below.

a. Program Administration

The SGD application process remains a resource intensive task. SGD application packages continue to require applicant-specific vendor-specific customized analysis and follow-up, as well as considerable interaction with the SLP and SGD manufacturer, to ensure that the applicant is receiving the SGD recommended by the SLP and that any applicable insurance is applied. The uniqueness of each order still requires significant staff time to review, which affects the pace at which the CD is able to process SGD applications. This aspect is compounded by the addition of five

new vendors who require time to familiarize themselves with the SGD application process. Additionally, turnover in Commission staff has resulted in extra time for training.

b. Procurement

As mentioned in the last report, an interim procurement vehicle allowed the CPUC to enter into a Master Purchase Agreement with four SGD manufacturers for a period of 18 months. During the course of the interim procurement vehicle, the vehicle was modified to include four new SGD vendors as well as instructions on submitting applications and invoices for funding sought via the Medicare Capped Rental program, which has since been discontinued. Prior to the expiration of the initial interim procurement vehicle, the California Department of Technology and CD decided to pursue a successor interim procurement vehicle. The successor interim procurement vehicle is effective from August 14, 2015 through August 13, 2018.

The decision between California Department of Technology and CD to move forward with a successor interim procurement vehicle versus a permanent procurement vehicle underscores the complexity involved with the SGD procurement process. For example, any SGD device, accessory, mounting system, and/or telecommunications component funded by the DDTP is based on the recommendation of an applicant's SLP and is unique to the individual. Each SGD manufacturer is the sole source producer of their product, which is not fungible with the equipment of other SGD providers. This situation markedly differs from the typical procurement where the State can purchase items from vendors where substitutes are readily available.

Another area of complexity is CD's relative unfamiliarity with procurement in the SGD industry. There are a number of considerations involved with funding an SGD, including the role of insurance. Both CD and California Department of Technology lack expertise on this subject.

Despite the various complexities described above, CD does not expect these difficulties to preclude the development of a permanent procurement vehicle. Given that the successor interim procurement vehicle is for a period of three years, CD should have CD adequate time to work collaboratively with California Department of Technology to craft a permanent solution.

c. Changes in Industry and Insurance Reimbursement Policy

The changes in industry and insurance reimbursement policies include changes to Medicare and Kaiser capped rental programs, the Steve Gleason Act of 2015, and a rulemaking by Centers for Medicare and Medicaid Services (CMS) rulemaking. Medicare and Kaiser capped rental, as described below, affects the procurement process and how vendors are paid. The Steve Gleason Act of 2015 and CMS' final decision on its rulemaking redefines what constitutes a covered SGD.

In response to Medicare's capped rental policy, which went into effect on April 01, 2014, CD designed a discrete process to handle capped rental applications. These capped rental applications added extra layers of intricacy in that vendor payments must be made incrementally as opposed to a lump sum. Essentially, the invoicing process will[?] need to be revisited multiple times whereas with non-capped rental, vendors usually are paid once and the invoicing process is closed.

After Medicare announced its capped rental policy, CD developed policies and procedures to address capped rental applications and invoices. Coincidentally, upon receiving a couple of Medicare capped rental applications, CD learned that Kaiser also has a capped rental program akin to that of Medicare. Consequently, CD was able to apply the capped rental process it developed for Kaiser capped rental applications as well.

As of October 1, 2015, Medicare rescinded its capped rental policy. Although no new capped rental applications have been received with Medicare as the insurance source, CD continues to receive capped rental applications from Kaiser. There are five capped rental arrangements in place as of December 31, 2015.

In addition to capped rentals, several key policy changes occurred in 2015. Key among them was the passage of the Steve Gleason Act of 2015 and Centers for Medicare and Medicaid Services (CMS) rulemaking. Specific details pertaining to the Gleason Act can be found at <https://www.congress.gov/bill/114th-congress/senate-bill/768>, but in short, the bill:

- amends title XVIII (Medicare) of the Social Security Act to cover as durable medical equipment any eye tracking and gaze interaction accessories for speech generating devices furnished to individuals with a demonstrated medical need for them; and
- requires that payment for speech generating devices or accessories shall be made on a rental basis, or in a lump-sum amount for the purchase of the item, without a cap on the amount.

The Gleason Act may result in reducing SGD funding levels due to increased Medicare coverage. Currently, if Medicare denies coverage for eye tracking equipment and gaze interaction accessories, an applicant can request SGD funding from the DDTP to cover those costs. However, if Medicare decides to cover the eye tracking equipment and gaze interaction accessories, some degree of the financial burden will be lifted from the DDTP.

Regarding the Centers for Medicare and Medicaid Services rulemaking, a Final Decision memorandum related to coverage of speech generating devices was posted on July 29, 2015. The Final Decision revised the National Coverage Determination for SGDs. Under the new National Coverage Determination, the definition of DME

is broadened in that devices which generate speech will still be considered DME even though they can perform other functions, so long as the device is used solely by the patient with the severe speech impairment and is used primarily for the generation of speech. In addition, the DME benefit is expanded to include devices with the capability to generate other forms of speech such as phone, email, and text messages. More information can be found at:

<http://www.cms.gov/medicare-coverage-database/details/medicare-coverage-document-details.aspx?MCDId=26&mcdtypename=National+Benefit+Category+Analyses&MCDIndexType=3&bc=AgAEAAAAAAAAAAAA%3d%3d&>

The updated National Coverage Determination for SGDs has the potential to significantly magnify the existing DDTP SGD funding levels. Devices such as tablets that were previously not defined as SGDs for purposes of DDTP SGD funding may now possibly be covered by the DDTP. One example would be where an SLP found that an SGD tablet with speech generating capability software is the optimal device to meet a patient's speech disability needs. However, because tablets functioning as SGDs were previously uncovered, the patient may buy the device outright using his/her own personal funds or decline purchasing it at all for affordability reasons. Now that tablets appear to fall under the National Coverage Determination DME definition, prospective applicants can apply for SGD funding from the DDTP to cover his/her cost, whether full or partial, of the SGD tablet, thereby increasing the number of DDTP SGD applicants and corresponding funding requests.

The ramifications of the Gleason Act and Centers for Medicare and Medicaid Services' Final Decision on DDTP SGD distribution and funding continue to be studied by CD and its impacts are not yet fully known. Nevertheless, CD must continuously draw on its staff resources to update SGD funding and distribution rules to adapt to SGD industry changes.

d. Barriers to Participation

The lack of awareness among the SGD community and the industry remains a barrier to participation. However, CD has taken steps to address the issue, such as delivering a webinar on the DDTP's SGD funding process and attending conferences. On April 21, 2015, CD staff gave a PowerPoint presentation via a webinar hosted by CFILC, which was attended by SLPs and others interested in the process. The webinar was well-received and stimulated a number of follow-up questions from attendees.

CFILC has historically been a resource for SLPs and AT Professionals to access various information pertaining to the disability community. The webinar now serves as an additional CFILC resource frequented by experts in the SGD field. Also, since the presentation is archived on YouTube, anyone can view the webinar on-demand.

In 2016, CD is scheduled to make a presentation on the DDTP's SGD funding process at the 2016 California Speech-Language-Hearing Association (CSHA) Annual Convention and Exhibition. CSHA is a national conference and is expected to attract a number of local SLPs, especially since the conference is held in California.

Another barrier is making SGD vendors aware of the DDTP SGD funding and how the vendors can register to participate. In part due to the highly customized nature of solutions for SGDs, there are many small vendors that serve very specific needs. The CPUC has made strides in this area by adding five new SGD vendors to the list of manufacturers eligible to provide equipment. Several additional SGD providers not presently on the list have expressed interest to CD in contracting with the CPUC for the provision of SGDs.

e. Potential Cost Containment Issues

Based on the relatively constant rate of applications received, there does not appear to be a cost containment issue at this time. Applications have been arriving at a steady rate and the funding sought thus far is well within the initial expense projections.

While the effects of the Gleason Act and CMS' Final Decision on SGDs may result in an increase in the number of SGD applicants, CD does not anticipate that this potential surge in funding requests will exceed the original cost figures given to the California legislature. CD has not observed any trend, nor has it forecasted any future event, that may lead to a rapid increase in costs.

However, this assumption is based on present SGD funding and distribution rules. Changes in these rules as a result of SGD industry changes, may produce cost impacts. CD will continue to monitor the industry and proactively address upcoming changes.

f. "Provider of Last Resort"

The DDTP provides funding to an SGD applicant as the provider of last resort. Determining if the applicant has exhausted all of his/her public and/or private insurance sources however can require time to resolve. In such cases, reviewing applications may become a protracted process, resulting in a delay for the applicant to receive his/her SLP-recommended SGD.

For instance, CD has received applications where the applicant's insurance is still in the process of determining whether it will pay all, part, or none of the policy holder's SGD expense. Until the applicant can demonstrate that his/her insurance has denied coverage, CD cannot proceed with processing the applicant's SGD funding request.

However, CD has since implemented procedures to approve applications and deal with the insurance aspect during the billing process.

Also, the 2014 report mentioned that some SGD applications received appeared as though they should be funded via other sources. CD is continuing to receive such applications and has been addressing with them on a case-by-case basis.

Speech Generating Devices Distribution Details

Applicants requesting DDTP SGD funding continue to ask for either partial or full funding, with private and public (Medicare, Medi-Cal) insurance applied first. The age range varied from under 10 years old to over 80 years old (see Figure 1). They had underlying medical conditions or diagnoses which included the following:

- ALS
- Cerebral Palsy
- Multiple Sclerosis
- Parkinson's Disease
- Stroke
- Traumatic Brain Injury
- Severe Developmental Communication Impairments (autism, developmentally delayed, and other developmental disabilities)

Total amount of funding approved as of December 31, 2015 was \$971,729.19.

With regard to DDTP SGD funding requests, the majority of applicants requested funding for an amount under \$10,000. There were 32 requests for funding upwards of \$10,000, including one in excess of \$20,000 (see Figure 2).

Additional DDTP applicant information is provided in the tables below:

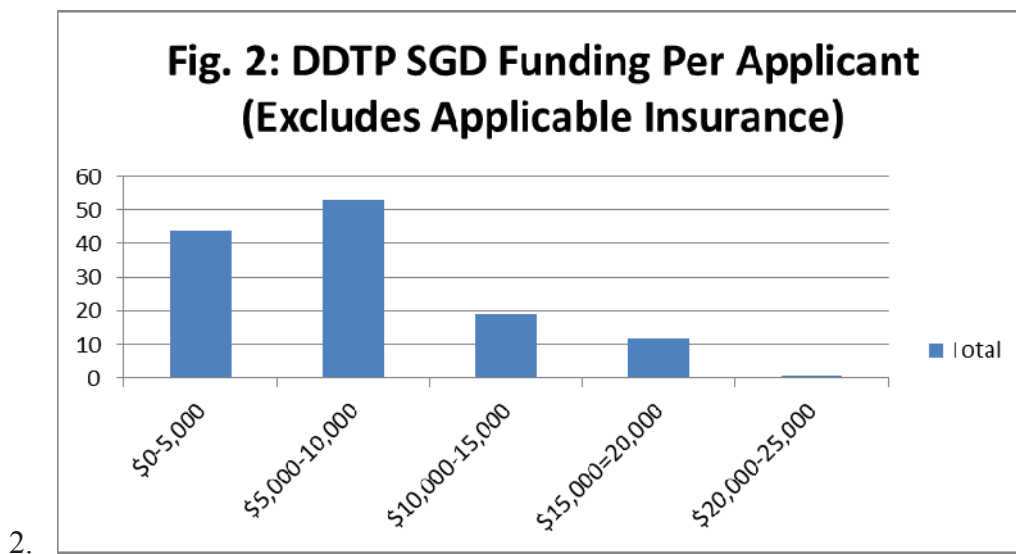
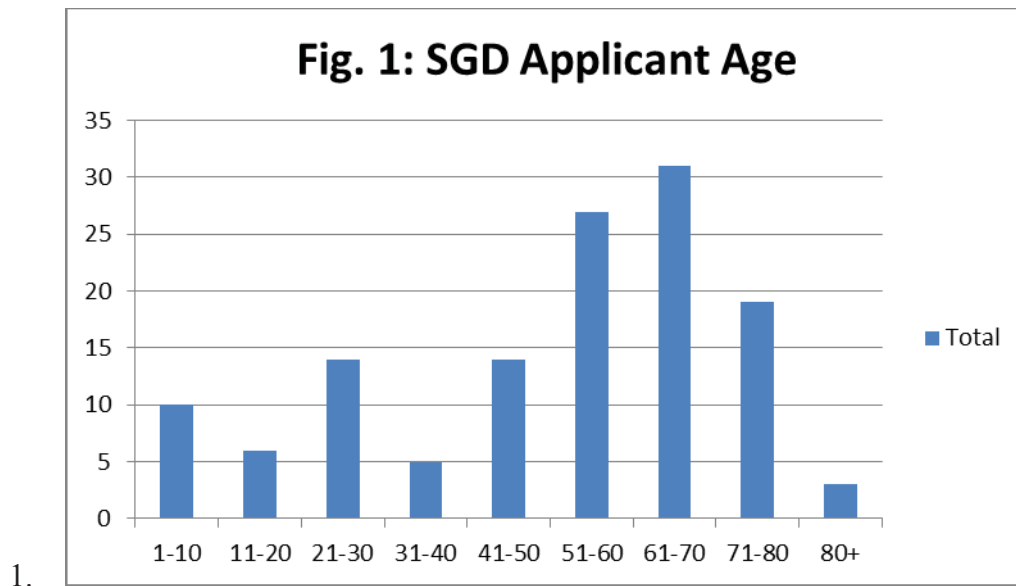
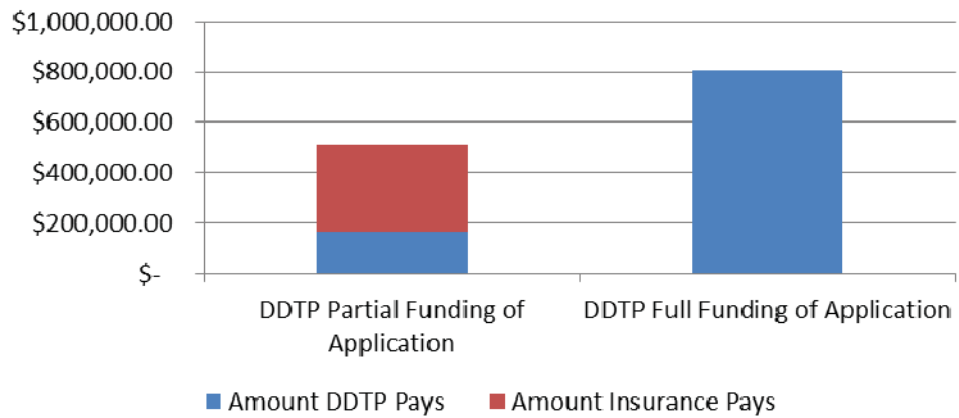
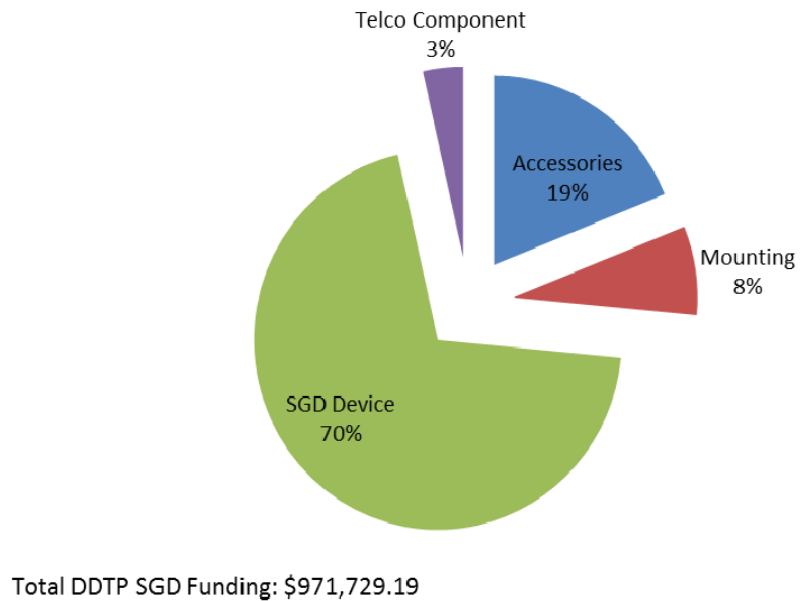


Fig. 3: Total SGD Equipment Costs and Funding Sources (DDTP, Insurance)



3.

Fig. 4: Percentage Breakdown of SGD Device, Accessories, Mounting Systems, and Telecommunication Component (Excluding Taxes)



4.

Appendix

Chronology of Events: DDTP SGD Distribution through May 1, 2016

Date	Event
December 19, 2013	Phase 1 Decision Issued in R. 13.03.008 (D.13-12-054)
January 01, 2014	SGD Distribution Rules Established
January 2014	SGD Application Posted Online on CPUC Website
February 2014	Interim DDTP SGD Procurement Vehicle in Place
February 2014	First SGD Application Received and First SGD Distributed
April 29, 2014	Phase 2 Workshop in R. 13.03.008
July 31, 2014	SGD July 31, 2014 Report—CD
April 21, 2015	SGD Webinar
June 19, 2015	Proposed Decision resolving Phase 2 issues and closing the proceeding
October 26, 2015	E-Mail Ruling Requesting Information regarding Medicare SGD coverage policy changes

(END OF ATTACHMENT 4)

Scope of Work

The contractor, the California Foundation for Independent Living Centers (CFILC), shall conduct a trial of communication apps (which, among other things, enable access to and use of the telephone network¹) using non-dedicated tablets (initially with iPads). This will enable the California Public Utilities Commission (CPUC) to identify elements required for effective and cost-efficient long-term distribution channels/models for providing these devices and associated apps, including necessary customer support and training.

Phase One (Months 1-2):

- (1) CFILC will work with the CPUC and Deaf and Disabled Telecommunications Program (DDTP) Speech Generating Device (SGD) Supplemental Telecommunications Equipment (STE) Pilot (SGD Tablet Pilot) Advisory Work Group to determine which communication apps to include on the iPads that will be used in the Pilot.
- (2) CFILC will contract with organizations ("Partner Centers") to provide demonstration, short-term and long-term loans of the iPads with communication apps installed.
- (3) CFILC will contract with a third party SGD Tablet Pilot evaluator.

Phase Two (Months 2-3):

- (1) Acquire the iPads for demonstration and short-term loan.
- (2) Inventory all of the iPads and ship to the Partner Centers.
- (3) Pilot evaluator to design a pre- and post-loan survey for all iPad services.
- (4) Provide training to Partner Center employees providing demonstration and loans. Training topics to include: how to use the communication apps; inventory and reporting systems. Communication app training is to include access to and use of the telephone.

Phase Three (Months 3-14):

- (1) Publicize the availability of the program, offering free demonstrations and short-term loans to individuals who can benefit from the use of communication applications.

¹ "Communications apps" as used throughout this document refers to those apps whose functionality includes access and use of the telephone network.

(2) The Partner Centers begin providing iPad demonstrations and short-term loans while providing monthly reports of all activities to CFILC.

- Individuals who decide they can benefit from a communication app after using it during a short-term loan will be provided an iPad for long-term loan.

(3) Data will be collected throughout each stage: demonstration, short-term loan and long-term loan.

Phase Four (Months 15-18): The final phase of the SGD Tablet Pilot is evaluation.

1. CFILC will provide the CPUC with an evaluation of the Pilot based on project goals.
2. The contracted third party evaluator will provide a final evaluation report to the CPUC.

Reporting (Months 1-18)

Throughout the SGD Tablet Pilot, CFILC will provide the CPUC Communications Division project status reports monthly with CFILC invoice, identifying major key actions, deliverables, project challenges and accomplishments. The report should also cover any work performed by CFILC subcontractors.

Tasks & Services:

Phase One – Months One and Two

Participation in Speech Generating Device Tablet Pilot Advisory Work Group

CPUC will develop a SGD Tablet Pilot Advisory Work Group. The work group will include experts in the field of augmentative and alternative communication (AAC), CPUC and at least one CFILC staff member. The goal of the work group will be to identify communication apps to offer in the trial. SGD Tablet Pilot participants will be able to select a communication app from the pool of communication apps identified by the Advisory Work Group.²

- CFILC staff will participate in the SGD Tablet Pilot Advisory Work Group and follow recommendations as directed by the CPUC.

² CFILC will acquire the communication apps and will be reimbursed by the CPUC at cost for the communication apps as well as equipment. CFILC as part of its SOW is responsible for ensuring that the communication apps are installed on the SGD tablets.

Partner Centers and Third Party Evaluator

- CFILC will identify and contract with up to 14 Partner Centers to provide demonstration, short-term and long-term loans of iPads with communication software.
- CFILC will approach their current partners with the opportunity: Ability Tools' Device Lending Libraries and other California assistive technology centers focusing on augmentative and alternative communication.
- CFILC will contract with a third party evaluator (billed at cost not to exceed \$100,000) to provide an independent evaluation of the Pilot as well as create data collection instruments.

Reports

- CFILC will work with the CPUC on refining project goals, timeline and deliverables for the remainder of the contract. See Section 1.6.3 for draft timeline and deliverables.
- Identify and contract with up to 14 Partner Centers to provide demonstration, short-term and long-term loans as well as relevant data.
- Contract with a third party evaluator to provide evaluation throughout the project.

Key Actions

Month One:

- CFILC staff will participate in the SGD Tablet Pilot Advisory Work Group as directed by the CPUC.
- Work with the CPUC on refining project goals, timeline and deliverables.
- Meet with potential third party evaluators to provide evaluation throughout the project in collaboration with the CPUC, assuming availability of CPUC staff.
- Identify up to 14 Partner Centers to provide demonstration, short-term and long-term loans as well as relevant data.
- CFILC to submit monthly status report to the CPUC.

Month Two:

- CFILC will contract with up to 14 Partner Centers to provide demonstration, short-term and long-term loans as well as required pilot data.
- CFILC will contract with a third party evaluator to provide evaluation throughout the project after approval by the CPUC.
- Hire SGD Pilot Manager no later than the end of month two.

- CFILC to submit monthly status report to the CPUC

Phase Two – Months Two and Three

Acquire iPads and apps for demonstration and short-term loan

- After the communication apps are identified by the CPUC, working with the SGD Tablet Pilot Advisory Work Group, CFILC will acquire iPads, accessories and identified communication apps (billed at cost) for demonstration and short-term loan. The devices will be distributed to Partner Centers where they will be housed for the duration of the project.
- All iPads used for demonstration and short-term loan will be inventoried using CFILC's WASP inventory system as well as logged into the AT Exchange, where the iPads will be visible to the general public as available for demonstration and short-term loan. The AT Exchange also allows Partner Centers to accurately track the individuals receiving demonstrations or loans.
- CFILC will acquire iPad Air 2 16 GB (until no longer available) or 64 GB with wifi only. The iPad models provided may change throughout the project as Apple introduces new models and discontinues older models. In addition, CFILC will acquire covers for all iPads for demo and short-term loan. Keyboards will be furnished to people who need it to access the communication app. Covers and keyboard brands/models may change if current brands/models are discontinued or become cost prohibitive.
- Acquire 70 iPads for short-term loan (5 per center, for 14 Partner Centers) including communication applications and other accessories;
- Acquire 42 iPads for demonstrations including communication apps and other accessories;
- Inventory all 112 iPads (and the five for repair & replacement) using CFILC's WASP inventory software and list iPads, accessories and communication apps on the AT Exchange.
- Ship all 112 iPads and accessories to Partner Centers. Each center to receive 3 iPads for demonstration and 5 iPads for short-term loan.

Design Surveys and Long-Term Loan Application

- Pre and post participant surveys will be created in consultation with the CPUC Communications Division. The pre- and post-surveys will measure participant

- interest in iPad communication apps before and after demonstrations, short-term loans and long-term loans.
- Surveys will be administered at each stage of the Pilot: demonstration, short-term loan and long-term loan. The pre-participation survey questions will identify (and are not limited to):
 - demographic information (including primary language);
 - Experience with primary funding sources (e.g., health insurance, education, Dept. of Rehabilitation)
 - SGD Tablet Pilot referral sources/how did you learn about the Pilot;
 - reason for program participation;
 - if the participant has used communication devices in the past, and if so, the type of communication device.
 - Post-participation surveys will be administered after each stage of participation. The post-participation survey questions will identify:
 - satisfaction with the SGD Tablet Pilot services, including Partner Center and other staff knowledge and availability;
 - whether the individual finds the communication apps appropriate for their needs;
 - demonstration post-participation question: whether the individual identified an app that they would like to explore further in a short-term loan and if not, why not;
 - short-term loan post-participation question: whether the borrower identified an app that would benefit their communication and if not, why not.
 - long-term loan post-participation survey evaluations: at two time intervals-- (1) post-survey one month after receipt of long-term loan; (2) post-survey six months after receipt of long-term loan. Questions will include if they continue to use the iPad and app as a communication device; including for access and use of the telephone networks; how often; in what settings.
 - CFILC or the third party evaluator will conduct a survey to obtain feedback from the Partner Centers, Assistive Technology (AT) practitioners and family members of SGD Tablet user in addition to users themselves.
 - Pre and post participant surveys will be created for demonstration, short-term loan and long-term loan.
 - The long-term loan post-evaluation will measure use of iPad as a communication device over multiple time periods.
 - The long-term loan application will be created in consultation with the CPUC.

- Create a borrower release form for all long-term loans to detail that the borrower is responsible for the iPad and releasing CFILC and the CPUC from responsibility for device maintenance and replacement.

Partner Centers' Staff Training

- The Partner Center staff providing the demonstration and short-term loans will receive training on how to use the installed communication applications and will have access to recorded online trainings throughout the project. The training will provide skills to Partner Center staff to successfully demonstrate the major functions of each communication app, including how to access and use the telephone network and how to program additional vocabulary (if applicable).
- Training also will be provided on iPad inventory procedures and reporting, including the administration and collection of pre and post surveys.
- Trainings to be provided in-person and/or via webinar. All webinar trainings (billed at cost) will be open captioned, archived and posted on YouTube and the Ability Tools website. In-person trainings will be held regionally throughout California within Partner centers.
- Provide live training on communication apps to all Partner Center staff working on the project.
- Post recorded online communication app training for Partner Center staff to review on YouTube and the Ability Tools website.
- Provide live training on inventory and reporting procedures.
- Contract with training consultants (billed at cost not to exceed \$100,000) and/or schedule representatives from the communication app companies to provide training.

Develop Marketing Materials & Web Presence

- CFILC will develop marketing materials describing the SGD Tablet Pilot for CPUC review prior to CFILC distribution to the Partner Centers.
 - The goal of the marketing materials will be to create awareness of the Pilot by individuals who could benefit from trying out a communication device.
 - The marketing materials will include CFILC's information and referral service contact information.
- A webpage (billed at cost) with information about the Pilot program will be added to the Ability Tools website.
- CFILC will design and print at least one physical piece of marketing material to promote the Pilot.

- CFILC will create a webpage about the Pilot project on the Ability Tools website.
- CFILC will develop content about the SGD Tablet Pilot to be included on the DDTP website.
- CFILC will work with CPUC to identify other marketing materials and web presence channels (e.g. DDTP website, list serves).

Key Actions

Month Three:

- CFILC to purchase 70 iPads for short-term loan (5 per center, for 14 Partner Centers) including communication applications and other accessories;
- CFILC to purchase 42 iPads for demonstrations (3 per center, for 14 Partner Centers) including communication apps and other accessories;
- Inventory all 112 iPads (and the five for repair & replacement) using CFILC's WASP inventory software and list iPads, accessories and communication apps on the AT Exchange.
- Ship all 112 iPads and accessories to Partner Centers. Each center to receive 3 iPads for demonstration and 5 iPads for short-term loan.
- Pre and post participant surveys for demonstration, short-term loan and long-term loan created in consultation with the evaluator and the CPUC and finalized assuming CPUC approval.
- The long-term loan application will be created in consultation with the CPUC and finalized assuming CPUC approval.
- Create a borrower release form for all long-term loans to detail that the borrower is responsible for the iPad and releasing CFILC and the CPUC from responsibility for device maintenance and replacement.
- CFILC, in consultation with the third party evaluator to create survey to obtain feedback from partner centers, AT practitioners and family members of SGD tablet users in addition to users themselves.
- Contract with training consultants, if needed, to provide communication application training to partner centers.
- CFILC to submit monthly status report to the CPUC.

Phase Three – Months Three - Fourteen

Provide Webinar Training to Announce SGD Tablet Pilot

- CFILC will provide a webinar training to the Ability Tools membership and general public describing the SGD Tablet Pilot, timeline and services to AT professionals and other interested parties.
- Schedule and present a webinar training providing an overview of the SGD Tablet Pilot (must be done in months 3 & 4).

Partner Centers Provide Demonstrations and Short-Term Loans

- During this phase of the Pilot, the Partner Centers provide demonstrations and short-term loans of iPads with communication apps to all individuals interested in trying out a communication device.
 - During iPad demonstrations at Partner Centers, individuals try out multiple communication apps which have been reviewed and approved for the SGD Tablet Pilot.
 - After demonstrations, interested individuals can then borrow iPads with communication apps on short-term loan for up to 30 days.
 - Partner Centers track all demonstrations and short-term loans as required for inventory and reporting purposes.
 - Partner Centers will provide demonstration and short-term loans to individuals unable to travel to the center by shipping an iPad to the individual and providing a remote demonstration/short-term loan.
 - Demonstration will occur over the telephone or via video phone.
- Partner Centers provide demonstrations and short-term loans to individuals.
- Partner Centers track all demonstrations and short-term loans.
- Staff of Partner Centers to provide training to users on the use of the communication applications during the demonstration, short-term and long-term loans.
- After each loan, the Partner Centers will wipe the iPad back to factory settings and reinstall communication apps on the device.
- Provide remote demonstrations/short-term loans by shipping iPads to borrowers who are unable to travel to the Partner Centers.

Partner Centers Provide Long-Term Loans

- Throughout the course of the project, iPads and communication apps will be furnished by CFILC to individuals who request these after successfully participating in a demonstration and completing a short-term loan.
- Partner Centers will provide the iPads with the borrower's chosen communication app directly to the borrower for long-term loan.
 - Specifically, CFILC or Partner Center staff will furnish approved communication apps designated for long-term borrowers. The iPad will not be provided to the long term borrowers until the app has been installed by CFILC or the Partner Center.
- Acquire up to 200 CPUC approved communication applications for the long-term iPad loans. These approved apps enable an individual to access the telephone network.
- Furnish up to 200 iPads and iPad covers for long-term loan to individuals.
- Partner Centers provide long-term loans to borrowers who qualify.
- Partner Centers set up device for long-term borrower, including any required set-up for communication apps.

CFILC to provide technical assistance to Partner Centers

- Throughout phase three CFILC staff will provide technical assistance to the Partner Centers on all aspects of the project, including but not limited to:
 - functionality of the iPads and chosen communication apps;
 - tracking;
 - reporting;
 - AT Exchange.
- CFILC to provide technical assistance to Partners Centers upon request and when CFILC identifies a need for technical assistance.

Reporting

Partner Centers will record:

- the number of iPads distributed
- the types of applications chosen from the SGD Tablet Pilot approved apps and relevant demographic data
- provide monthly reporting on all relevant data to CFILC as required
- CFILC will reflect the above in their monthly invoices.

- Partner Centers will document the number of participants engaging in device demonstration, short-term loan, and long-term loan.
- Partner Centers provide monthly reporting to CFILC;
- CFILC submit monthly SGD Tablet Pilot reports to the CPUC with its monthly invoice³.

iPad and Accessory Replacement

- iPads available for demonstration and short-term loan will be replaced as needed (e.g., when an iPad breaks) as the budget allows.
- iPads and accessories designated for demonstration or short-term loan replaced as needed within budget parameters.

See table below for the warranty, maintenance and damage/theft/loss policy breakdown:

	Warranty	Maintenance	Damage / Theft / Loss
Demonstration	One year warranty covered by Apple for manufacturer defects	Partner Centers to maintain.	Replacement of iPads as budget allows.
Short-term loan	One year warranty covered by Apple for manufacturer defects	Partner Centers to maintain.	Replacement of iPads as budget allows.
Long-term loan	One year warranty covered by Apple for manufacturer defects	Not covered; responsibility of borrower	Not covered; responsibility of borrower

SGD Tablet Pilot Information and Referral

- CFILC will provide information and referral on the SGD Tablet Pilot via the Ability Tools existing toll-free information and referral (I&R) line and website contact form.
- The Ability Tools information and referral service provides I&R throughout California, which matches the scope of the SGD Tablet Pilot.

³ CFILC will invoice CPUC/DDTP monthly with required supporting documentation. CPUC will review and approve invoices (with check issued by State Controller's Office).

- CFILC to provide information and referral regarding the SGD Tablet Pilot, directing interested people to Partner Centers to demo the communication apps on the iPads.

Third Party Evaluation

- The contracted third party evaluator will collect data and provide interim reporting as agreed upon by the CPUC.
- Collect data from project inception, interim points and project completion. Provide interim reports to CPUC.

Key Actions

Month Four:

- Provide training to contracted partner center staff on how to use the installed communication applications, track data and inventory processes, and the administration of pre- and post-surveys.
- Post recorded webinar trainings online for partner center staff to review on YouTube and the Ability Tools website.
- CFILC to design and print one physical piece of marketing material to promote the SGD Tablet Project. Prior to print, CPUC to review.
- CFILC to create SGD Pilot webpage describing project that will be housed on the Ability Tools website.
- CFILC to develop SGD Pilot content to be included on the DDTP website.
- CFILC to submit monthly status report to the CPUC.

Month Five:

- CFILC to provide a webinar training to the Ability Tools membership and general public providing an overview of the SGD Tablet Pilot, timeline and services to AT professionals and other interested parties.
- Partner Centers provide iPad demonstrations and short-term loans to individuals and record all required data in the established reporting mechanism.
- CFILC to submit monthly status report to the CPUC to include required information on the number of demonstrations and short-term loans during the reporting month.

Month Six:

- Management and maintenance of reporting databases and other reporting tools used by partner centers.
- CFILC to provide technical assistance and training to partner centers.
- CFILC to coordinate and monitor contracts of all partners
- Processing partners' monthly invoices.
- CFILC to submit monthly status report to the CPUC to include required information on the number of demonstrations, short-term loans and long-term loans during the reporting month.
- Contracted evaluator to provide interim report to CFILC and the CPUC.

Month Seven:

- Management and maintenance of reporting databases and other reporting tools used by partner centers.
- CFILC to provide technical assistance and training to partner centers.
- CFILC to coordinate and monitor contracts of all partners
- Processing partners' monthly invoices.
- CFILC to submit monthly status report to the CPUC to include required information on the number of demonstrations, short-term loans and long-term loans during the reporting month.

Month Eight:

- Management and maintenance of reporting databases and other reporting tools used by partner centers.
- CFILC to provide technical assistance and training to partner centers.
- CFILC to coordinate and monitor contracts of all partners
- Processing partners' monthly invoices.
- CFILC to submit monthly status report to the CPUC to include required information on the number of demonstrations, short-term loans and long-term loans during the reporting month.

Month Nine:

- Management and maintenance of reporting databases and other reporting tools used by partner centers.
- CFILC to provide technical assistance and training to partner centers.
- CFILC to coordinate and monitor contracts of all partners
- Processing partners' monthly invoices.
- CFILC to submit monthly status report to the CPUC to include required information on the number of demonstrations, short-term loans and long-term loans during the reporting month.
- Contracted evaluator to provide interim report to CFILC and the CPUC.

Month Ten:

- Management and maintenance of reporting databases and other reporting tools used by partner centers.
- CFILC to provide technical assistance and training to partner centers.
- CFILC to coordinate and monitor contracts of all partners
- Processing partners' monthly invoices.
- CFILC to submit monthly status report to the CPUC to include required information on the number of demonstrations, short-term loans and long-term loans during the reporting month.

Month Eleven:

- Management and maintenance of reporting databases and other reporting tools used by partner centers.
- CFILC to provide technical assistance and training to partner centers.
- CFILC to coordinate and monitor contracts of all partners
- Processing partners' monthly invoices.
- CFILC to submit monthly status report to the CPUC to include required information on the number of demonstrations, short-term loans and long-term loans during the reporting month.

Month Twelve:

- Management and maintenance of reporting databases and other reporting tools used by partner centers.
- CFILC to provide technical assistance and training to partner centers.
- CFILC to coordinate and monitor contracts of all partners
- Processing partners' monthly invoices.
- CFILC to submit monthly status report to the CPUC to include required information on the number of demonstrations, short-term loans and long-term loans during the reporting month.
- Contracted evaluator to provide interim report to CFILC and the CPUC.

Month Thirteen:

- Management and maintenance of reporting databases and other reporting tools used by partner centers.
- CFILC to provide technical assistance and training to partner centers.
- CFILC to coordinate and monitor contracts of all partners
- Processing partners' monthly invoices.
- CFILC to submit monthly status report to the CPUC to include required information on the number of demonstrations, short-term loans and long-term loans during the reporting month.

Month Fourteen:

- Management and maintenance of reporting databases and other reporting tools used by partner centers.
- CFILC to provide technical assistance and training to partner centers.
- CFILC to coordinate and monitor contracts of all partners
- Processing partners' monthly invoices.
- CFILC to submit monthly status report to the CPUC to include required information on the number of demonstrations, short-term loans and long-term loans during the reporting month.

Phase Four – Months 15 – 18

Phase Four of the SGD Tablet Pilot begins once all of the 200 iPads available for long-term loan have been distributed for no less than three months or in Month 15 of the SGD Tablet Pilot whichever occurs first unless otherwise extended by mutual agreement. Phase Four includes completion of the final long-term loan satisfaction surveys, providing the third party evaluator with the data for analysis and submitting a final Pilot report to the CPUC.

- Third party evaluator compiles and analyzes project data and writes final draft SGD Tablet Pilot evaluation report for the CPUC.
- CPUC will review and provide suggested changes.
- Third party evaluator submits final SGD Tablet Pilot evaluation to the CPUC.
- CFILC submits final draft Pilot report to the CPUC which includes Pilot summary and addresses the ability of the Pilot to achieve project goals.
- CPUC to review and approve CFILC's final draft report before CFILC finalizes SGD Tablet Pilot final report and submits to CPUC.

Expected Results

The result of the SGD Tablet Pilot is to determine whether providing non-dedicated tablets with communication apps as an ongoing service:

- (A) has a demonstrated need;
- (B) can be sustained with CPUC funding; and
- (C) can meet the short-term and long-term training needs of participants.

Primary results desired include:

1. Establishment of a Pilot of Speech Generating Device (SGD) Tablets and associated approved communication apps which enable individuals to access and use the telephone network.
2. Identification of effective and cost-efficient distribution channels/models for providing this service (SGD tablet equipment and communication app).

3. Individuals who can benefit from this equipment will be able to experience a demonstration of this equipment and their preferred communication app. and, if desired, use on a short term loan basis and then long term loan basis.
4. A third party evaluator will compile the results of surveys of Pilot users to assist the CPUC in evaluating the Pilot and identify options for expanding.
5. CFILC's Final Pilot Report, as well as the third party evaluator's Final Evaluation Report, will provide the foundation and analytical basis for the CPUC developing expanded distribution of an SGD Tablet Pilot or distribution on an ongoing basis.
6. CFILC or the third party evaluator should survey the Partner Centers, AT practitioners and family members of the SGD Tablet user along with the users.
7. In addition to identifying options for SGD tablet and communication app selection and distribution, the Pilot is expected to identify, among other things, SGD tablet user support and training requirements.
8. The initial SGD Tablet Pilot is based on distribution of the iPad. However, future pilots or distribution may expand to non-iPad tablets based on input from AT professionals and users.
9. The initial SGD Tablet Pilot will also assist the CPUC in identifying selection review and approval processes for the pool of communication apps that individuals can select from for the SGD Tablet. Additionally, it will provide the basis for which the CPUC Communications Division identifies processes for addition or deletion of communication apps – from those initially recommended by the DDTP SGD Supplemental Telecommunications Equipment (STE) Tablet Pilot Advisory Group.
10. Further, the Pilot should provide the CPUC with a better understanding of the impact on the DDTP of an expanded distribution of the SGD Tablets based on Pilot demand and costs for SGD Tablet (and associated communication apps).

maximum and minimum workload, both historical and projected

- CFILC will contract with up to 14 Partner Centers at \$22,500 each to provide them with funding to staff the project.
- CFILC will assign 2.45 full time employees (FTE) to the SGD Tablet Pilot project for the first 12 months
- CFILC will assign 1.55 FTE during the final 6 month evaluation period.

Key Actions

Month Fifteen:

- CFILC and partner centers distribute all 200 iPads for long-term or stop distributing long-term loans and collecting data on demonstration and short-term loan.
- CFILC to submit monthly status report to the CPUC to include required information on the number of demonstrations, short-term loans and long-term loans aggregated for the duration of the project.

Month Sixteen-Seventeen (upon completion):

- Contracted third-party evaluator writes draft SGD Tablet Pilot evaluation report and is submitted to the CPUC.
- CFILC submits final draft Pilot report to the CPUC which includes Pilot summary and addresses the ability of the Pilot to achieve project goals.

Month Eighteen:

- After receiving revisions from the CPUC, evaluator integrates revisions into the final draft Pilot evaluation to the CPUC.
- After CPUC reviews and approves CFILC's final draft report, CFILC finalizes SGD Tablet Pilot final report and submits to CPUC.

1.6.3 Project Deliverables and Timeline

Dates (from SGD Tablet Pilot Inception)	Deliverables
Months 1 - 2:	<p>CFILC staff will participate in the SGD Tablet Pilot Advisory Work Group as directed by the CPUC.</p> <p>Identify and contract with up to 14 Partner Centers to provide demonstration, short-term and long-term loans as well as relevant data for the Pilot project.</p> <p>Contract with a third party evaluator to provide evaluation throughout the project.</p> <p>Work with the CPUC on refining project goals, timeline and deliverables.</p>
Months 2 - 3:	<p>Acquire 70 iPads for short-term loan (approximately 5 per center) including communication applications and other accessories.</p> <p>Acquire 42 iPads for demonstrations including communication apps and other accessories.</p> <p>Inventory all 112 iPads using CFILC's WASP inventory software and list iPads, accessories and communication apps on the AT Exchange.</p> <p>Ship all 112 iPads and accessories to Partner Centers. Each center to receive 3 iPads for demonstration and 5 iPads for short-term loan.</p> <p>Pre and post participant surveys will be created for demonstration, short-term loan and long-term loan.</p> <p>The long-term loan post-evaluation will measure use of iPad as a communication device over multiple time periods.</p> <p>The long-term loan application will be created in consultation with the CPUC.</p> <p>Create a borrower release form for all long-term loans to detail that the borrower is responsible for the iPad and releasing CFILC and the CPUC from responsibility for device maintenance and replacement.</p>
Months 2-3: (continued)	<p>Provide live training on communication apps to all Partner Center staff working on the project.</p>

	<p>Post recorded online communication app training for Partner Center staff to review on YouTube and the Ability Tools website.</p> <p>Provide live training on inventory and reporting procedures.</p> <p>Contract with training consultants and/or schedule representatives from the communication app companies to provide training.</p> <p>CFILC will design and print at least one physical piece of marketing material to promote the Pilot.</p> <p>CFILC will create a webpage about the Pilot project on the Ability Tools website.</p> <p>CFILC will develop content about the SGD Tablet Pilot to be included on the DDTP website.</p> <p>CFILC will work with CPUC to identify other marketing materials and web presence channels (e.g. DDTP website, list serves).</p>
Months 3 - 4:	Schedule and present a webinar training providing an overview of the SGD Tablet Pilot.
Months 3 – 14:	<p>Partner Centers provide demonstrations and short-term loans to individuals.</p> <p>Partner Centers track all demonstrations and short-term loans.</p> <p>Staff of Partner Centers to provide training to users on the use of the communication applications during the demonstration, short-term and long-term loans.</p> <p>After each loan, the Partner Centers will wipe the iPad back to factory settings and reinstall communication apps on the device.</p> <p>Provide remote demonstrations/short-term loans by shipping iPads to borrowers who are unable to travel to the Partner Centers.</p>
	<p>Furnish up to 200 communication applications for the long-term iPad loans. These approved apps enable an individual to access the telephone.</p> <p>Furnish up to 200 iPads and iPad covers for long-term loan to</p>

	<p>individuals.</p> <p>Partner Centers provide long-term loans to borrowers who qualify.</p> <p>Partner Centers set up device for long-term borrower, including setting up the communication app.</p> <p>CFILC to provide technical assistance to Partners Centers upon request and when CFILC identifies a need for technical assistance.</p> <p>Partner Centers provide monthly reporting to CFILC; CFILC submit monthly SGD Tablet Pilot reports to the CPUC with its monthly invoice.</p> <p>iPads and accessories designated for demonstration or short-term loan replaced as needed within budget parameters.</p> <p>CFILC to provide information and referral regarding the SGD Tablet Pilot, directing interested people to Partner Centers to demo the communication apps on the iPads.</p>
Months 14-18:	<p>Third party evaluator compiles and analyzes project data and writes draft SGD Tablet Pilot evaluation for CPUC review. CPUC will review and provide suggested changes.</p> <p>Third party evaluator submits final SGD Tablet Pilot evaluation to the CPUC.</p> <p>CFILC submits final draft Pilot report to the CPUC which includes Pilot summary and addresses the ability of the Pilot to achieve project goals.</p> <p>CPUC to review and approve CFILC's final draft report before finalizing SGD Tablet Pilot final report and submitting to the CPUC.</p>

Other responsibilities

- Equipment will be ordered and delivered to CFILC.
- The iPad vendor and CFILC is responsible for shipping
- The equipment must be packaged in original packaging.
- CFILC, Partner Centers and borrowers will be responsible for unpacking, depending on the destination.
- CFILC will track partial shipment and back orders.
- Signed delivery is standard for acceptance.
- CFILC and/or Partner Centers will follow up with the shipper or vendor if there are any problems or deficiencies in delivery of the iPads or accessories.

Subcontractors

Potential Subcontractors

Nothing contained in this Agreement or otherwise, shall create any contractual relation between the State and any subcontractors, and no subcontract shall relieve the Contractor of his responsibilities and obligations hereunder. The Contractor agrees to be as fully responsible to the State for the acts and omissions of its subcontractors and of persons either directly or indirectly employed by any of them as it is for the acts and omissions of persons directly employed by the Contractor. The Contractor's obligation to pay its subcontractors is an independent obligation from the State's obligation to make payments to the Contractor. As a result, the State shall have no obligation to pay or to enforce the payment of any moneys to any subcontractor.

Relationship with Contractor and Subcontractor

Contractor shall be responsible for all actions of subcontractors and all payment to subcontractors. Failure of a subcontractor to perform for any reason shall not relieve Contractor of the responsibility for competent and timely performance of duties under this contract. Commission staff will not deal with subcontractors except through Contractor's Project Manager.

All requests for changes of work within this contract shall be in writing between the Project Manager for Commission and the Project Manager for Contractor.

- shipping
- webinar & website
- evaluation contracts
- training contracts
- all equipment acquired (including iPads, apps, accessories, staff workstation, computer & cellphone)
- travel required for this contract will be at the State rules and rates and a State Travel Expense Claim must be completed and submitted along with all receipts.

2. **Budget Contingency Clause**

- A. It is mutually agreed that if the Budget Act of the current year and/or any subsequent years covered under this Agreement does not appropriate sufficient funds for the program, this Agreement shall be of no further force and effect. In this event, the State shall have no liability to pay any funds whatsoever to Contractor or to furnish any other considerations under this Agreement and Contractor shall not be obligated to perform any provisions of this Agreement.
- B. If funding for any fiscal year is reduced or deleted by the Budget Act for purposes of this program, the State shall have the option to either cancel this Agreement with no liability occurring to the State, or offer an agreement amendment to Contractor to reflect the reduced amount.

3. **Prompt Payment Clause**

Payment will be made in accordance with, and within the time specified in, Government Code Chapter 4.5, commencing with Section 927.

(End of Attachment 5)

California Public Utilities Commission
Deaf and Disabled Telecommunications Program
Speech Generating Devices
Application Package for Funding



What is the DDTP's role in distributing Speech Generating Devices (SGDs)?

The California Public Utilities Commission (CPUC), as part of its Deaf and Disabled Telecommunications Program (DDTP), provides SGDs as the provider of last resort for California residents needing Speech Generating Devices (SGD) pursuant to California Public Utilities Code Section 2881. The SGDs covered by this application are those identified as durable medical equipment by the United States Department of Health and Human Services. Applicants for this funding need to have been evaluated by a speech language pathologist.

How much financial assistance will the DDTP provide?

As the provider of last resort, the CPUC's DDTP will provide funding, in part or in whole, for the purchase of an SGD and its associated accessories, mounting system, and applicable telecommunications component. The DDTP will fund those SGD expenses that are not otherwise covered by public (e.g., Medicare, Medicaid, and Medi-Cal) or private insurance. For example, if an applicant's only available source of funding is Medicare, and Medicare only covers 80% of the cost for an SGD and its accessories, mounting system, and applicable telecommunications component, the SGD applicant may apply to the CPUC's DDTP for funding of the remaining 20%.

What does this SGD application package contain?

This is an application package for funding from the DDTP to purchase an SGD and its associated accessories, mounting system and applicable telecommunications component. This application package contains:

	Description	Action
1.	Application Package Instructions—pages 1 and 2	Applicant Keeps
2.	Application Form (Sections 1, 2, 3, 4, and 5)	Applicant submits to the CPUC
3.	Application Form (Sections 6 through 8)	SGD Provider/Manufacturer provides to the CPUC at the request of the Applicant
4.	"Authorization for Release of Information" form (2 copies): This form authorizes the CPUC to access the SGD applicant's personal medical information.	Applicant submits one copy to the CPUC, and one copy to the SGD provider/manufacturer.
5.	"Release Letter to SGD Provider/Manufacturer." (2 copies) This letter authorizes the SGD Provider/Manufacturer to release the SGD applicant's supplemental documentation required in Section 8 of the application to the CPUC.	Applicant submits one copy to the SGD provider/manufacturer, and one copy to the CPUC.
6.	"Applicant Responsibility Letter." Outlines the applicant's responsibilities for ownership and maintenance of the SGD, accessories, mounting system, & telecommunications component.	Applicant submits to the CPUC & retains a copy of this & other documents for their records.

Who may apply and benefit from this program?

California residents requiring an SGD for access to, and use of, the telephone network.

What does an SGD applicant need to do before applying for funding from this program?

- To-Do Task 1: Seek and receive a completed, written evaluation report from a speech language pathologist (SLP) demonstrating the need for an SGD for access to and use of the telephone network.
- To-Do Task 2: Seek and receive a prescription for an SGD from a licensed physician or other medical professional.
- To-Do Task 3: Determine the amount of funds to be received from other public and private sources aside from the DDTP.
- To-Do Task 4: Identify unfunded amount being requested from the DDTP.

What does an SGD applicant need to do as part of applying for funding from this program?

- To-Do Task 1: Seek and receive the SLP's signature as part of completion of Section 3.
- To-Do Task 2: Ensure completion of Section 4 identifying who is responsible for set-up.
- To-Do Task 3: Ensure that Section 5 is complete and signed by the applicant or family contact/legal guardian identifying the amount of funds requested from the DDTP.

What does an SGD applicant need to do after submitting an application which is complete and has been signed by both the applicant or family contact/legal guardian, and speech language pathologist?

- To-Do Task 1: Submit release letter to SGD provider.
- To-Do Task 2: Check mailbox for the Acknowledgement Letter from the CPUC.
- To-Do Task 3: After approval, coordinate delivery of SGD with SLP, SGD provider, or others as necessary for set-up of SGD, and associated accessories, mounting system, and applicable telecommunications component.

What is the address to which relevant application and required supplemental documentation should be sent?

California Public Utilities Commission
Attn: DDTP Speech Generating Device Application
Communications Division
505 Van Ness Ave. San
Francisco, CA 94102

Applicant's Name (first and last)

APPLICATION FORM

Last 4 Digits of Applicant's
Social Security Number***Will my information be kept confidential?***

As indicated in the enclosed "Authorization for Release of Information" form, the CPUC will handle all information that it receives confidentially in compliance with all applicable federal and state laws.

Who do I contact if I have questions?

For any questions concerning your application, please call 800-900-3985, or send an email to **ddtp-sgd-application@cpuc.ca.gov**. For copies of this application and instructions, please visit www.cpuc.ca.gov under the Communications Division then choose "WHAT'S NEW in Communications". A link is also located at the DDTP website: www.ddtp.org.

Applicant's Name (first and last)

APPLICATION FORM

Last 4 Digits of Applicant's
Social Security Number**Sections 1 and 2: To be completed and signed by the applicant or family contact/legal guardian.**

SECTION 1: THE APPLICANT		
This is the person who will be receiving the equipment or services.		
First Name:	Middle:	Last:
Primary Place of Residence Address:		
City:	State:	Zip Code:
P.O. Box (if applicable):		
City:	State:	Zip Code:
E-mail Address:	Home Phone: ()	Alternate Phone Number: ()
Type of Primary Place of Residence <input type="checkbox"/> Home <input type="checkbox"/> Custodial Facility (assisted living) <input type="checkbox"/> Intermediate Care Facility <input type="checkbox"/> Skilled Nursing Facility <input type="checkbox"/> Hospice Program <input type="checkbox"/> Group Home <input type="checkbox"/> Inpatient Hospital <input type="checkbox"/> Other (specify) _____		
Name of Group Home or Facility:		Group Home or Facility Phone: ()
Anticipated primary location of SGD if different from "Primary Place of Residence" above:		
Street Address:		
City:	State:	Zip Code:
SECTION 2: FAMILY CONTACT/LEGAL GUARDIAN		
The legal guardian or family contact is the person who is the emergency contact or who is assisting the applicant.		
First Name:	Middle:	Last:
Relationship to the Applicant/Client:		
<input type="checkbox"/> Spouse	<input type="checkbox"/> Parent	<input type="checkbox"/> Legal Guardian
<input type="checkbox"/> Child	<input type="checkbox"/> Other (please specify below)	<input type="checkbox"/> Power of Attorney (Check all that apply)
Street Address:		
City:	State:	Zip Code:
PO Box (if applicable):		
City:	State:	Zip Code:
E-mail Address:	Phone ()	Fax ()
Emergency Phone: ()		THIS EMERGENCY PHONE MUST BE DIFFERENT FROM THE APPLICANT'S HOME PHONE NUMBER <input type="checkbox"/> Check here if different number is not available
Emergency Contact Name:		

Applicant's Name (first and last)

APPLICATION FORM

Last 4 Digits of Applicant's
Social Security Number**Section 3: To be completed and signed by the speech language pathologist (SLP).**

SECTION 3: THE SPEECH LANGUAGE PATHOLOGIST		
The SLP is the clinician who performed the evaluation of the applicant and provided the written report.		
SLP First Name:	SLP Last Name:	SLP Phone: ()
SLP Fax: ()	SLP Alternate Phone: ()	SLP Alternate Fax: ()
Facility/Practice Name:		Facility/Practice Phone: ()
Business Street Address:		
City:	State:	Zip Code:
PO Box (if applicable):		
City:	State:	Zip Code:
E-mail Address:		SLP License #
Alternate Contact Name:	Alternate Contact Phone: () Alternate Contact E-mail Address:	
I have completed an assessment/evaluation and am recommending an SGD for the person identified below. Based on my evaluation, this SGD meets his/her needs for access to, and use of, the telephone network.		
<div style="border-bottom: 1px solid black; width: 50%;"></div> Print Full Name of Applicant/Client		
<div style="border-bottom: 1px solid black; width: 50%;"></div> Signature of SLP		Date: <div style="border-bottom: 1px solid black; width: 20%;"></div>

SECTION 4: SGD SET-UP		
Additional information to be provided by applicant or family contact/legal guardian, speech language pathologist, or SGD provider. Based on treatment plan for the applicant/client, the following persons are to be involved in set-up of the following:		
DESCRIPTION	RESPONSIBLE INDIVIDUAL	PHONE NUMBER OR EMAIL
SGD Device		
SGD Accessories, including any software		
SGD Mounting System		
Applicable Telecommunications Component		

It is the CPUC's understanding that the applicant or family contact/legal guardian will coordinate with the speech language pathologist and SGD provider on the set-up of the SGD and associated accessories, mounting system, and applicable telecommunications component, and required training.

Applicant's Name (first and last)

APPLICATION FORM

Last 4 Digits of Applicant's
Social Security Number**SECTION 5: ADDITIONAL APPLICANT INFORMATION**To be completed and/or provided by **the applicant** or family contact/legal guardian

In addition to returning this application signed by the applicant or family contact/legal guardian, and signed by the Speech Language Pathologist, the applicant or family contact/legal guardian is to sign and return the attached CPUC Release Form. The applicant understands that he/she is the intended recipient and owner of the SGD (device, accessories, mounting system, and applicable telecommunications component) for which funding from the DDTP is being requested. The applicant and/or family contact/legal guardian has identified any applicable public or private insurance and understands that the DDTP is the provider of last resort.

Based on an estimate of funding available, I, the applicant, _____ am requesting
\$ _____ funds from the California Public Utilities Commission's Deaf and Disabled Telecommunications Program. I
certify that the information provided herein regarding funding is complete and accurate.

Sections 6 through 8 contain additional information and supplemental documentation required to support the applicant's SGD application. This information must be provided to the CPUC at the address provided on the last page of this application by the SGD provider at the request of the applicant or family contact/legal guardian unless the applicant or family contact/legal guardian provides directly. Please indicate whether the SGD provider or by the applicant or family contact/legal guardian will be completing Sections 6 through 8 by checking the appropriate box below.

☐ The **SGD Provider /Manufacturer** will complete Sections
6 through 8

☐ The **Applicant/Family Contact/Legal Guardian** will complete
Sections 6 through 8

X_____
Signature of Applicant/Family Contact/Legal Guardian

Date: _____

Applicant's Name (first and last)

APPLICATION FORM

Last 4 Digits of Applicant's
Social Security Number**SECTION 6: PHYSICIAN OR OTHER MEDICAL PROFESSIONAL PROVIDING SGD PRESCRIPTION**

This section identifies the physician or other medical professional providing the SGD prescription. This information is to be provided to the CPUC at the address below by **the SGD Provider/Manufacturer** at the request of the applicant unless the applicant or family contact/legal guardian provides directly.

Physician First Name:		Physician Last Name:	
Practice Name:			
Street Address:			
City:	State:	Zip Code:	
PO Box (if applicable):			
City:	State:	Zip Code:	
E-mail Address:	Phone ()	Fax ()	
Doctor Medicaid Provider #	Doctor License #	Doctor NPI#	
Medicaid Primary Care Physician Name:		Phone: ()	

SECTION 7: THE SGD PROVIDER/MANUFACTURER

To be completed and/or provided to the CPUC at the address below by **the SGD Provider/Manufacturer** at the request of the SGD applicant unless the SGD applicant or family contact/legal guardian provides directly.

SGD Provider/Manufacturer Name:		
Street Address:		
City:	State:	Zip Code:
Phone Number: ()	Fax Number: ()	
SGD Provider/Manufacturer Contact Person Name and Job Title:		
Phone Number: ()	Fax Number: ()	E-mail Address:

Applicant's Name (first and last)

APPLICATION FORM

Last 4 Digits of Applicant's
Social Security Number**Section 8: LIST OF REQUIRED COPIES OF SUPPLEMENTAL DOCUMENTATION**To be completed and/or provided to the CPUC at the address below by **the SGD Provider/Manufacturer** at the request of the SGD applicant unless the SGD applicant or family contact/legal guardian provides directly.

The following items are required and must be provided by the SGD manufacturer if the applicant/client is unable to provide. Apply a check mark to the boxes below to confirm that these required documents are included with this application, or otherwise provided to the CPUC under separate cover. Any missing or incomplete items may result in a delay in the processing of this application or rejection.

- ☐ Completed Client Information Form
- ☐ Completed SLP Evaluation Report
- ☐ SGD Prescription
- ☐ Detailed Quote, including make, model, and price of equipment, including the SGD device, accessories, mounting system, and telecommunications component.
- ☐ Primary or other Insurance Approval Letter for partial payment (where applicable)
- ☐ Primary or other Insurance Letter denying services (where applicable)
- ☐ Explanation of Benefits/Payments from Primary and other Insurance showing payment made (where applicable)
- ☐ Calculation of balance due to be paid by the CPUC's Deaf and Disabled Telecommunications Program

I certify that the information provided in Sections 6 through 8 above is accurate, true, and complete to the best of my knowledge.

X

Date: _____

Signature of Authorized SGD Provider/Manufacturer or Applicant, Family Contact, or Legal Guardian

This information is to be mailed to:

**California Public Utilities Commission
Attn: DDTP Speech Generating Device Application
Communications Division
505 Van Ness Ave.
San Francisco, CA 94102**

(End of Attachment 6)